

**North Carolina Security Breach Reporting Form**  
**Pursuant to the Identity Theft Protection Act of 2005**

\*Indicated a mandatory field

\*Name of the Company or Government Agency owning or licensing information affected by the entity experiencing breach:

COLTRANE GRUBBS ORENSTEIN, PLLC

Entity Type: GENERAL BUSINESS  
Address: 109 EAST MOUNTAIN STREET  
Apt/Suite/Building: SUITE D  
City: KERNERSVILLE  
State: NC  
Zip Code: 27284  
Telephone:  
Fax:  
Email:

\*Date Security breach Reporting Form Submitted: 10/27/2017  
Is this notice a supplement to a previously filed Security Breach: NO  
\*Date the Security Breach was discovered: 10/25/2017  
Breach Type: RELEASE/ DISPLAY OF INFO  
\*Estimated number of affected individuals: 1  
\*Estimated number of NC residents affected: 1

Name of company or government agency maintaining or possessing information that was the subject of the Security Breach, if the agency that experienced the Security Breach is not the same entity as the agency reporting the Security Breach (pursuant to N.C.G.S. 75-65(b))

Describe the circumstances surrounding the Security Breach: SEE ATTACHMENT 1

Information Type: SSN

\*Regarding information breached, if electronic, was the information protected in some manner: NO

If YES, please describe the security measures

protecting the  
information:

\*Describe any measures taken to prevent a similar Security Breach from occurring in the future: SEE ATTACHMENT 1

\*Date affected NC residents were/will be notified: 10/27/2017

Describe the circumstances surrounding the delay in notifying affected NC residents pursuant to N.C.G.S. 75-65 (a) and (c): N/A

**If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. 75-65(c), please attach or mail the written request or the contemporaneous memorandum.**

How NC residents were/will be notified? (pursuant to N.C.G.S. 75-65 (e)): ELECTRONIC NOTICE (EMAIL)  
WRITTEN NOTICE

Please note if the business demonstrates that the cost of providing notice would exceed two hundred fifty thousand dollars (\$250,000) or that the affected class of subject persons to be notified exceeds 500,000, or if the business does not have sufficient contact information or consent to satisfy subdivisions (1), (2) , or (3) of this subsection, for only those affected persons without sufficient contact information or consent, or if the business is unable to identify particular affected persons, for only those unidentifiable affected persons. Substitute notice shall consist of all the following:

- Email notice when the business has an electronic mail address for the subject persons
- Conspicuous posting of the notice on the Web site page of the business, if one is maintained
- Notification to major statewide media

**Please attach a copy of the notice if in written form or a copy of any scripted notice if in telephonic form.**

Contact Information Affiliation with entity experiencing breach: ATTORNEY

Organization Name: BROOKS PIERCE MCLENDON HUMPHREY & LEONARD, L.L.P.

Prefix:

\*First Name: CHARLES

Middle Name: F.

\*Last Name: MARSHALL

Suffix:

Title: ATTORNEY

Address: 150 FAYETTEVILLE STREET

Apt/Suite/building: SUITE 1700

City: RALEIGH

State: NC

Zip Code: 27601

\*Telephone: (919) 839-0300 Fax:

Email: CMARSHALL@BROOKSPIERCE.COM

**NORTH CAROLINA SECURITY BREACH REPORTING FORM  
PURSUANT TO IDENTITY THEFT PROTECTION ACT OF 2005**

ATTACHMENT 1

Coltrane Grubbs Orenstein, PLLC

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On or about October 16, 2017, an employee of the law firm of Coltrane Grubbs Orenstein, PLLC (the "Firm") inadvertently emailed a form document containing pre-filled information relating to a seller in a residential real estate transaction to three individuals outside the Firm who were not otherwise connected to or involved with the transaction.

The form at issue is one that the Firm has developed to collect information needed to complete the documents for a real estate closing. Normally once information is entered into the fillable PDF template form it is saved under a new filename related to the transaction at issue in the Firm's document management system. However, in this instance the seller's information was saved directly into the template form itself. The template form was then emailed out later the same day to three individuals who were involved with separate residential real estate transactions. Those individuals were two real estate agents and a buyer-client of the Firm.

The personal information (as defined by N.C. Gen. Stat. § 75-61) on the form included the seller's first and last name in combination with her social security number. Other information included the seller's telephone number, mailing address, email address, and the loan number for the mortgage being paid off through the transaction.

The Firm became aware of this when one of the real estate agents who had inadvertently received the pre-filled form contacted the Firm. The real estate agent emailed the Firm on October 24, 2017, to report the receipt of the information. However, the reporting email was not opened or read by any Firm personnel until October 25, 2017.

Since learning of this incident, the Firm has contacted the three individuals who received the inadvertent disclosure and asked that they delete the October 16 email with its attachment and dispose of any files, whether electronic or hard copy that contain a copy of the form with the seller's information.

The Firm is not aware of any attempts by third parties to use the personal information appearing on the form.

The Firm sent formal notice of this incident to the affected individual on October 27, 2017, via both U.S. Mail and the email address the Firm had on file for the individual. A copy of the notice with all identifying information redacted is attached to the Firm's electronic submission.

The Firm is offering to reimburse the affected individual for the reasonable costs of an identity monitoring service of her selection. The Firm is also reviewing and revising its protocols regarding

the transmittal of documents that may contain personal information, and will be providing further training to its employees.

If you have any other questions or need additional information, please contact:

Charles F. Marshall  
S. Wilson Quick  
Brooks Pierce LLP  
150 Fayetteville Street  
Raleigh, NC 27601  
(919) 839-0300  
E-mail: [cmarshall@brookspierce.com](mailto:cmarshall@brookspierce.com)  
[wquick@brookspierce.com](mailto:wquick@brookspierce.com)



Joseph M. Coltrane, Jr.  
jmc@coltranegrubbs.com

Jason T. Grubbs  
jtg@coltranegrubbs.com

Joseph D. Orenstein  
jdo@coltranegrubbs.com

October 27, 2017

***VIA FIRST CLASS MAIL AND ELECTRONIC MAIL*** [REDACTED]

**RE: Important – Notice of Security Incident Regarding Your Personal Information**

Dear [REDACTED]:

We are contacting you about a data security incident that involved the release of certain items of your personal information. We are committed to protecting your privacy, so please review the following important information.

On the morning of October 16, 2017, you spoke with a real estate paralegal with our law firm to provide information to complete documents for the residential real estate transaction for the sale/purchase of the property located at [REDACTED]. During that call you provided us with information that included your name, Social Security Number, telephone number, mailing address, email address, and mortgage company and loan number for the mortgage on the [REDACTED] property. This information was typed by our staff into a form we use to help prepare documents for real estate closings.

Later that same day, the form with your information was inadvertently forwarded by email to three individuals who are not employees of our law firm or otherwise involved with the transaction for which your information was collected. Two of those individuals are real estate agents and the third is a client of our law firm.

We learned of the inadvertent disclosure of your information on October 25, 2017. Since that time we have contacted the individuals to whom your information was sent with a request that they delete the email and dispose of any files, whether electronic or hard copy that contain a copy of the form with your information. We are also taking steps to notify the appropriate state regulator regarding this incident and are reviewing and updating our security protocols and policies regarding the handling of similar documents going forward.

Although we are not aware that your information has been used by any third party, we are sending you this notice out of an abundance of caution to help you take appropriate steps to protect your privacy and to offer you the option to obtain identity monitoring services.

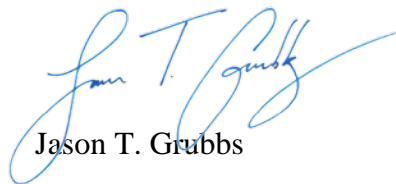
We encourage you to monitor your account activity and credit reports and to change your passwords, log-in identifications, and security questions for your financial accounts. The following page contains information to assist you in placing a free fraud alert on your credit report, obtaining a free copy of your credit report, and accessing additional federal and state resources.

We are also offering by this letter to reimburse you for the reasonable costs (up to \$500.00) related to your enrollment in identity monitoring services for up to two (2) years. While we are not endorsing a particular provider of these services, two such options are LifeLock (<https://www.lifelock.com/>) and Experian ([www.experian.com/consumer-products/identity-theft-and-credit-protection.html](http://www.experian.com/consumer-products/identity-theft-and-credit-protection.html)), but there are many others. Please contact us if you plan to enroll in such services so that we can arrange to provide payment to you.

We sincerely regret that this incident occurred and we apologize for any inconvenience it may have caused you. If you have any questions about this matter or any of the information contained in this notice, please call me at (336) 996-4166.

Respectfully,

COLTRANE GRUBBS ORENSTEIN, PLLC



Jason T. Grubbs

JTG/

Enclosure

**Please see additional information on the following page**

## **FURTHER INFORMATION TO HELP PROTECT YOUR PRIVACY**

**Place a fraud alert on your credit report.** We recommend that you place a fraud alert on your credit report. A fraud alert is free of charge and easy to place. You may contact toll-free any one of the three major credit bureaus listed below. As soon as one bureau confirms your report, the others are simultaneously notified on your behalf.

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
888-766-0008

Experian  
475 Anton Blvd  
Costa Mesa, CA 92626  
888-397-3742

TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289

**Obtain a copy of your free credit report.** You may also obtain a free copy of your credit report from each of the three major credit reporting bureaus once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free (877) 322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, Georgia 30348. It is recommended that you continue to monitor your free credit reports for incidents of fraud and identity theft. You may purchase a copy of your credit report by contacting one of the three major credit reporting bureaus above.

**Monitor your credit reports and account statements.** The Federal Trade Commission (FTC) recommends that you remain vigilant by monitoring your financial account statements and credit reports statements periodically. Doing so can help you spot problems and address them quickly. You should also change your passwords to any of your accounts that may be at risk.

**Notify law enforcement of any suspicious activity.** You should also promptly report any fraudulent activity or any suspected incidents of identity theft to your issuing bank and to the appropriate law enforcement authorities.

**Federal and State resources to protect against identity theft.** You can find additional information to help protect yourself from identity theft, including information about fraud alerts and security freezes, by contacting one of the three major credit bureaus listed above, or by visiting the FTC's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by calling 1-877-ID-THEFT (1-877-438-4338), or by writing to the Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580. You may also wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov>, by calling (877) 566-7226, or by writing to the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699.